CLAIMS:

1.   A telematic system (1) arranged for enabling an automatic reconnection support, said system comprising an operator-controlled receiving station (4) arranged to communicate according to a communication protocol with a plurality of remotely arranged calling stations (S1, S2, SN) comprising a first calling station (S1) and a second calling

5   station (S2), said receiving station being further arranged to enable an interrupt in the communication protocol with the first calling station upon a receipt of an interrupt request from the second calling station in order to establish a connection to the second calling station, characterized in that the receiving station comprises informing means (12) arranged to support an automatic transmission of a message to the first calling station, to the second

10 calling station and to an operator upon an event of enabling the interrupt in the communication protocol, the receiving station comprising a computer program (6,8,10,12) arranged to control said informing means.

2.   A system according to Claim 1, characterized in that the computer program

15 (6,10,12,14) is arranged to carry-out a background interaction with the first calling station (S1) upon an event of the receiving station being connected to the second calling station (S2).

3.   A system according to Claim 1 or 2, characterized in that the message is selectable from a plurality of messages stored in a database (20), each message of said

20 plurality of messages corresponding to a separate interrupt event.

4.   A system according to any one of the preceding Claims, characterized in that the informing means (12) is further arranged to transmit workflow instructions to the operator of the receiving station.

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5.   A system according to any of the preceding Claims, characterized in that the receiving station further comprises signaling means (8) arranged to scan available communication channels of the remotely arranged calling stations in order to detect the interrupt request signal.

6.   A system according to Claim 5, characterized in that the signaling means is further arranged to assign an urgency code to a detected interrupt request signal, the computer program being further arranged to process said interrupt request according to the assigned urgency code.

7.   A system according to Claim 5, characterized in that the signaling means comprise a voice recognition engine adapted to detect the interrupt request signal from a textual output of the communication channel.

8.   A system according to Claim 5, characterized in that the signaling means comprise a DTMF receiver arranged to detect an electrical trigger signal corresponding to the interrupt request signal on the communication channel.

9.   A system according to any one of the preceding Claims, characterized in that the receiving station is equipped with a user interface (17,19) arranged to echo statuses of engaged remote calling stations to the operator of the receiving station.

10.   A method of enabling an automatic reconnection support to an operator-controlled receiving station by means of a telematic system (1), said receiving station being arranged to communicate to a plurality of remotely arranged calling stations (S1,S2,SN) according to a communication protocol, said receiving station being further arranged to enable an interrupt in the communication with a first calling station upon an receipt of a interrupt request from a second calling station, said method comprising the steps of:
-        acknowledging the interrupt request from the second calling station,
-        transmitting a first message to the first calling station in an automatic mode,
-        transmitting a second message to the second calling station in an automatic mode,
-        informing the operator about an interrupt in the communication to the first calling station,
-        interrupting the communication to the first calling station,
-        establishing a telematic connection to the second calling station.

11.   A method according to Claim 10 characterized in that said method further comprises the steps of:

-        recognizing a case from the interrupt request

-        selecting workflow instructions corresponding to said case from a prestored database of cases,

-        transmitting the workflow instructions corresponding to the recognized case to the operator.